Schedule 4
IMAC Services

to

Request for Proposal
for the
Provision of IT Infrastructure Operations
and Managed Workplace Services
[UNHCR RFP/2018/1068]
(the "RFP")

effective _____ 2018

between

The Office of the United
Nations High Commissioner
for Refugees

and Contractor

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1 Introduction

1.1. This Schedule 4 sets forth Contractor's roles and responsibilities in providing IMAC (i.e., install, move, add, change, and delete) services. The scope of IMAC services covers all Users.

1.2. Unless the context otherwise requires, capitalized terms used but not defined in this Schedule 4 shall have the meaning given to them in Schedule 1 (Technical Definitions) or the Agreement.

2 Services

2.1. Overview

IMAC services are intended to provide utility-based request fulfillment services in support of Users, End User Devices, servers, or network devices. IMAC fulfillment follows ITIL service management processes, guidelines, and approvals as defined or agreed by UNHCR. The sub-services as more fully described in this Section 2 include:

Hardware IMAC	Delivery Method	Duration	Fees
Simple	Dispatch	<= 1 hour	IMAC Rate
Complex	Dispatch	<= 4 hours	IMAC Rate
Software IMAC	**Delivery Method**	**Duration**	**Fees**
Simple	Remote	<= 1 hour	Service Desk Rate
Simple	Dispatch	<= 1 hour	IMAC Rate
Complex	Dispatch	<= 4 hours	IMAC Rate

2.2. Objectives

Key objectives of this Schedule 4 include:

- Define types of IMACs;
- define IMAC complexity for the purposes of fees;
- define IMAC delivery methods and authorization;
- define rules for charging multiple, coordinated IMACs;
- describe commonly requested IMACs.

3 IMAC Types, Complexity, and Delivery

3.1. IMAC Types

(a) "Hardware IMACs" or "Hard IMACs" are those service requests related to equipment such as a computer, peripheral, network device, telecommunications, or conferencing device; Hard IMACs typically require dispatch delivery, but some hardware configuration, such as a network device, may be delivered remotely; Hard IMACs do not include Incident resolution, break-fix, or device troubleshooting included with a resource unit's normal monthly recurring charge.

(b) "Software IMACs" or "Soft IMACs" are those service requests related to loading or configuration of software not included with UNHCR standard configuration; Soft IMACs may be delivered remotely or by dispatch; Soft IMACs do not include Incident resolution software troubleshooting included with a resource unit's normal monthly recurring charge.

3.2. IMAC Complexity

(a) "Simple IMACs" are IMACs that require less than or equal to one (1) hour of service.

(b) "Complex IMACs" are IMACs that require more than one (1) hour but less than or equal to four (4) hours of service.

3.3. IMAC Delivery Methods

(a) Dispatch or desk-side IMACs require physical presence at the location to fulfill the request.

(b) Remote IMACs are installation or configuration performed through remote access such as Remote Desktop Services or telnet.

(c) Soft IMACs delivered remotely for installing approved, packaged software through automated methods will be charged at the Service Desk ticket rate.

3.4. IMAC Authorization

(a) Simple IMACs are pre-authorized for delivery.

(b) All Complex IMACs require authorization by a DIST Deputy Director or designee prior to delivery.

3.5. Multiple IMACs

(a) Multiple IMACs delivered at the same location in a coordinated effort will be charged as a single IMAC. Examples: Eight (8) Simple IMACs will be charged as two (2) Complex IMACs.

4 Hardware IMACs

4.1. Computer or Device Install, Removal, and Disposal

Contractor shall:

(a) Be responsible for requests for the installation of User workstations, physical computers, network devices, or peripherals, ensuring that all installation components have been received by and are available to the User or requestor.

(b) Installation activities to be performed by Contractor shall include:

(i) Site requirements check, e.g., desk space, power, network availability, etc.;

(ii) all necessary User pre-requisites check;

(iii) complete installation within a single visit to the relevant location wherever feasible;

(iv) coordinated disposal for replacement if necessary;

(v) performance of preliminary and final installation testing;

(vi) removal of all packaging materials;

(vii) feedback to the LAN services on any issues concerning capacity limits (including port, network sockets, and network addresses) or associated performance issues;

(viii) all relevant Service Management activities, e.g. Change, Asset and Configuration Management, Capacity Management, etc.; and

(ix) familiarizing the User or requester with new equipment and gaining User or requester sign-off of the installation.

(c) Installation items shall include:

(i) Workstation, computer or device;

(ii) desktop VoIP phone, if provided;

(iii) associated peripherals as required;

(iv) cable connections for all devices;

(v) network port activation;

(vi) assignment of a TCP/IP address;

(vii) access to all authorized applications; and

(viii) data transfer if necessary.

(d) Where specified by UNHCR, Contractor shall configure desktop machines with accessibility features to enable Users with special needs to access their required desktop environment.

(e) Contractor shall be responsible for the disposal process on request from UNHCR, via the Global Service Desk. Disposal shall include without limitation:

(i) removal of equipment (e.g., desktop equipment and peripherals, network devices, Data Centre devices, etc.) from User desk space and/or other locations, and placement of such equipment in a UNHCR-specified secure storage location for further handling by UNHCR;

(ii) network port deactivation;

(iii) de-assignment of IP addresses;

(iv) feedback to the LAN services;

(v) removal of UNHCR Data; and

(vi) User sign-off.

(f) Contractor shall be responsible for checking security of installation in line with UNHCR Security Policy and associated standards before commissioning.

4.2. Arrange Power Points

Contractor shall:

(a) work in coordination with the relevant UNHCR (General Services) or other external teams to arrange the installation of any additional power points required to install new equipment; and

(b) take responsibility for ensuring power points are installed in time for the equipment to be connected.

4.3. Install and Configure Network Points

Contractor shall:

(a) work in coordination with the relevant UNHCR or other external teams to install new voice and data network points, including associated cabling and patching; and

(b) configure live voice and data network points that are required to install ICT equipment, including necessary network and telephony cable patching.

4.4. Move Existing ICT Equipment

Contractor shall follow the process for requesting, coordinating and executing workstation and equipment moves;

(a) Department focal points initiate a service desk request using the “DSS Mod” form;

(b) Service Desk assigns the desktop move ticket to the desktop support team;

(c) desktop team validates ticket details for source and destination location and coordinates with end users to schedule appointment for the move;

(d) disconnect power and cabling and move the desktop to the destination desk or swap the desktop as requested, inclusive of VoIP phone and peripherals when directed;

(e) reconnect power and network for all devices;

(f) power-on and test for proper functioning;

(g) request user to login and test;

(h) obtain user confirmation on completion of move request; and

(i) resolve the Request.

4.5. Bulk Moves of Existing ICT Equipment

Contractor shall follow the process for requesting, coordinating, and executing workstation and equipment moves;

(a) GSS/CMU contacts the service desk two (2) days in advance with information, e.g. move schedule, source and destination location, exact time window for desktop team to disconnect and re-connect the desktops;

(b) Service Desk assigns the desktop move ticket to the desktop support team;

(c) desktop team validates ticket details for source and destination location and coordinates with GSS to schedule appointment for the move;

(d) GSS/CMU will instruct the users to appropriately label their desktops (CPU/Monitor/Keyboard and mouse) for identification purposes;

(e) desktop team will disconnect the desktops from power and network within the schedule time window as per the plan;

(f) GSS/CMU team will move all devices to the destination location and place the respective desktop and devices on the assigned user desk;

(g) desktop team then reconnects power and network for all devices; and

(h) performs power-on and test for proper functioning;

(i) requests users to login and test;

(j) obtain confirmation on completion of move request; and

(k) resolves the Request.

4.6. Install, Configure, and De-install for Off-site Conferences

Contractor shall perform all of the activities in Section 4.4/4.5 above including User sign-off as necessary for setting up, configuring, operating and de-installing off-site conferences. Contractor shall be available, as required, on weekends to set-up and dismantle the equipment.

The equipment and related activities include:

(a) Liaise and coordinate with all third-party hosts of meetings to ensure that Services are provided; typical meetings include, but are not limited, to:

(i) Quarterly UNHCR Standing Committee meetings;

(ii) Annual UNHCR Executive Committee meeting;

(iii) High Commissioners Dialogue;

(iv) Donor Pledging Conference; and

(v) Other Executive level meetings that may be arranged on an ad-hoc or recurring basis.

(b) provide on-site support at the off-site conference locations for the duration;

(c) workstations;

(d) multifunction printers;

(e) associated peripherals if requested;

(f) ensure full connectivity with network cabling, network port activation, assignment of a IP address to all devices, and authentication;

(g) access to all authorized applications;

(h) data transfer if necessary; and

(i) the de-installation and return of all equipment to UNHCR premises following the off-site conference.

4.7. Maintain the Asset Management Register

Contractor shall:

(a) ensure that all permanent equipment movements are correctly reflected in UNHCR's asset register and configuration database.

(b) ensure that all disposals are carried out in accordance with established UNHCR practices, are submitted to the UNHCR Asset Management Board for approval prior to disposal, and that disposals are correctly reflected in the asset management register.

5 Software IMACs

5.1. Software Installation or Removal

Contractor shall:

(a) Be responsible for requests for the installation and/or manual upgrade of software.

(b) Installation and upgrade activities to be performed by Contractor shall include:

(i) Systems requirements check, e.g., OS, processor, memory, disk space;

(ii) all necessary User pre-requisites check;

(iii) complete installation within a single remote session or visit to the relevant location wherever feasible;

(iv) remove old revisions when applicable;

(v) all relevant Service Management activities, e.g. Change, Asset and Configuration Management, Capacity Management, etc.; and

(vi) familiarizing the User or requester with launching the new software and gaining User or requester sign-off of the installation.

6 Out of Scope

The Parties agree that the following services are not within the scope of the Services:

(a) Equipment procurement; and

(b) Software procurement.